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General

Caller Name	BEN HORTON	Dealer	SIMMONS NISSAN
NNAnet user ID	[REDACTED]	Contact Name	
Tech Preferred Phone	913047319708	Customer Name	
Tech Preferred Email	nissantech8767@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Kelby Hausman
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	Customer states vehicle has no power.	Customer Name	[REDACTED]
Verified	No	Vehicle	[REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2022
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	MISFIRE	Incident/RO Date	[REDACTED]
When does this concern occur?	WHEN ACCEL	Calculated Days Down	1
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	test drive/pull codes	Total Days Down	1
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	484
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	



Primary DTC

Current DTC [REDACTED]

Past DTC

Other DTCs

TECH LINE Information

Subject	[REDACTED]	Resolution Action	INSPECT
Status	Closed	Resolution Object	CAM POSITION SENSOR
Confirmed Resolution	Yes	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EC Emission Controls	NNA Field Inspection Date	
Component Code Issue	ECS ECCS (SENSORS & SWITCHES)	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	[REDACTED]		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?	<input type="checkbox"/>	Inspection Time/Notes	Appointment Time:
Notes for DTSM (Vehicle Concerns)			Notes to Agent:

Activity History

Email: Case [REDACTED]; 2022 VERSA SEDAN; ECM sets [REDACTED]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	[REDACTED]
Assigned To	Kelby Hausman
Last Modified Date/Time	[REDACTED]
Comments	<p>Additional To: nissantech8767@gmail.com CC: BCC: kelby.hausman@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED]; 2022 VERSA SEDAN; ECM sets [REDACTED]</p> <p>Body: Ben, Thank you for the update.</p> <p>I will close the case.</p> <p>Have a good day!</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Kelby HausmanTECH LINE</p>

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

[REDACTED]
[REDACTED]
[REDACTED] NISSAN

Customer's Concerns:
Customer states vehicle has no power.

Technician Findings:
Test drove and found no issues. Visual inspection revealed oil to be sitting where fuel injectors are installed. Also found oil on purge solenoid, just below purge solenoid, and just next to throttle body. Pics included.

Code [REDACTED] stored as 1t in [REDACTED] Cleared, test drove, following esm, found code did not return.:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal. This communication may contain information that is proprietary, privileged, confidential, or otherwise legally protected from disclosure, and is intended to be received and read only by certain individuals. If it has been misdirected, or if you suspect you have received this in error, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

[REDACTED]

Email: Case [REDACTED]; 2022 VERSA SEDAN; ECM sets [REDACTED]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	[REDACTED]
Assigned To	Kelby Hausman
Last Modified Date/Time	[REDACTED]
Comments	Additional To: nissantech8767@gmail.com CC: BCC: kelby.hausman@nissan-usa.com Attachment: Subject: Case [REDACTED] 2022 VERSA SEDAN; ECM sets [REDACTED] Body: Ben, Thank you for the case information. It is difficult to say where the oil came from in the photos. Let's clean the oil from the engine. Inspect for a loose oil fill cap, dip stick unseated, etc. Inspect for any connection concerns at the cam position sensor. Test drive the vehicle and see if any concerns are returning.

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

Thank you, [REDACTED] Kelby HausmanTECH LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

[REDACTED]

Dealer name: SIMMONS NISSAN

Customer's Concerns:

Customer states vehicle has no power.

Technician Findings:

Test drove and found no issues. Visual inspection revealed oil to be sitting where fuel injectors are installed. Also found oil on purge solenoid, just below purge solenoid, and just next to throttle body. Pics included.

Code [REDACTED] stored as 1t in ECM [REDACTED]. Cleared, test drove, following esm, found code did not return.:

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[REDACTED]

Attachments

Size	249KB	Size	259KB
Ownership	Managed Services	Ownership	Managed Services
View	View file	View	View file
Last Modified	[REDACTED]	Last Modified	[REDACTED]

Size	246KB	Size	131KB
Ownership	Managed Services	Ownership	Managed Services
View	[REDACTED]	View	View file
Last Modified	[REDACTED]	Last Modified	[REDACTED]

Emails

Case	[REDACTED] 2022 VERSA SEDAN; ECM sets [REDACTED]
Message Date	[REDACTED]
Has Attachment	<input type="checkbox"/>
Email Address	nissantech8767@gmail.com
Status	Sent
Subject	Case [REDACTED] 2022 VERSA SEDAN; ECM sets [REDACTED]
Text Body	BEN HORTON,

TECH LINE's latest case update is below.

[REDACTED]

Recommendation:
Thank you for the update.
I will close the case.
Have a good day!

The **TECH LINE** Survey can be accessed by: **CLICKING HERE**

Thank you,

Kelby Hausman

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

From **ASIST**, Select **TECH LINE** Support Request, Enter your dealer code and select Update a Case.

If no response, we will assume additional assistance is not required and the case will be closed. Closed **TECH LINE** cases can be reopened.

[REDACTED]

Mileage: 484

[REDACTED]

Dealer name: **SIMMONS NISSAN**

Customer's Concerns:
Customer states vehicle has no power.

Technician Findings:
Test drove and found no issues. Visual inspection revealed oil to be sitting where fuel injectors are installed. Also found oil on purge solenoid, just below purge solenoid, and just next to throttle body. Pics included. Code [REDACTED] stored as 1t in ECM [REDACTED] Cleared, test drove, following esm, found code did not

[REDACTED]

return.:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract goodwill, customer pay, or dealer internal.

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Kelby Hausman
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.
Phone: +1 615-223-4887
Fax: +1 615-984-5234

Re: Case [REDACTED] 2022 VERSA SEDAN; ECM sets [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address nissantech8767@gmail.com
Status Read

Subject Re: Case [REDACTED]; 2022 VERSA SEDAN; ECM sets [REDACTED]

Text Body Hello. I agree, the pictures cannot show much detail. I unplugged the connector for intake camshaft position and found the white plastic piece that locks the terminals in place was loose once I had disconnected the connector. pressed back in and reconnected and test drove and still no issues. Compared to exhaust camshaft position sensor and found the white piece stayed in place. Connector did fully lock, so I believe we should be okay and may have had just a poor connection. Thank you for your time.

On [REDACTED] TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > Ben,
- >
- > Thank you for the case information.
- >
- > It is difficult to say where the oil came from in the photos.
- > Let's clean the oil from the engine.
- > Inspect for a loose oil fill cap, dip stick unseated, etc.
- > Inspect for any connection concerns at the cam position sensor.
- > Test drive the vehicle and see if any concerns are returning.
- >
- >
- >
- > The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

[REDACTED]

- >
- >
- >
- >
- >
- > Thank you,
- >
- > _____

- >
- > Kelby Hausman
- >
- > **TECH LINE**
- >
- >
- >
- > ***Updating a TECH LINE Case:***
- >
- > Technician: Reply to this email; do not change the email subject line.
- > Email file attachments are limited to 6MB.
- >
- >
- > From ASIST, Select **TECH LINE Support Request**, Enter your dealer code and
- > select **Update a Case**.
- >
- >
- >
- >
- >
- >
- >
- > ***If no response, we will assume additional assistance is not required and**
- > **the case will be closed. Closed TECH LINE cases can be reopened.***
- >
- >
- > [REDACTED]
- >
- > Mileage: 484
- >
- > Dealer code: [REDACTED]
- >
- > Dealer name: **SIMMONS NISSAN**
- >
- > Customer's Concerns:
- > Customer states vehicle has no power.
- >
- >
- > Technician Findings:
- > Test drove and found no issues. Visual inspection revealed oil to be
- > sitting where fuel injectors are installed. Also found oil on purge
- > solenoid, just below purge solenoid, and just next to throttle body. Pics
- > included.
- > Code [REDACTED] stored as 1t in [REDACTED] Cleared, test drove,
- > following esm, found code did not return.:
- >
- >
- >
- >
- > This **TECH LINE** recommendation is given based solely on the information
- > provided by the dealer. **TECH LINE** bases repair recommendations on time to
- > repair, quality of repair, and ease of repair, regardless of who is paying
- > for the repair or whether or not the vehicle is covered under warranty.
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- > message or any part of it. Please notify the sender immediately and delete
- > all copies of the message.
- >

>

--
Benjamin E. Horton
(304) 731-9708
NissanTech8767@Gmail.com

Case [REDACTED] 2022 VERSA SEDAN; ECM sets [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address nissantech8767@gmail.com
Status Sent
Subject Case [REDACTED] 2022 VERSA SEDAN; ECM sets [REDACTED]
Text Body BEN HORTON,

TECH LINE's latest case update is below.

Recommendation:
Thank you for the case information.

It is difficult to say where the oil came from in the photos.
Let's clean the oil from the engine.
Inspect for a loose oil fill cap, dip stick unseated, etc.
Inspect for any connection concerns at the cam position sensor.
Test drive the vehicle and see if any concerns are returning.

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

Thank you,

Kelby Hausman

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.

If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.



Mileage: 484

Dealer code: [REDACTED]

Dealer name: SIMMONS NISSAN

Customer's Concerns:
Customer states vehicle has no power.

Technician Findings:
Test drove and found no issues. Visual inspection revealed oil to be sitting where fuel injectors are installed. Also found oil on purge solenoid, just below purge solenoid, and just next to throttle body. Pics included. Code [REDACTED] stored as 1t in [REDACTED] Cleared, test drove, following esm, found code did not return.:

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Kelby Hausman
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.
Phone: +1 615-223-4887
Fax: +1 615-984-5234

Case Comments

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
User Public	<p>User Kelby Hausman</p> <p><input checked="" type="checkbox"/></p>	User Public	<p>User Kelby Hausman</p> <p><input checked="" type="checkbox"/></p>
Comment	<p>Recommendation: Thank you for the update. I will close the case. Have a good day!</p>	Comment	<p>Tech email reply: "Hello. I agree, the pictures cannot show much detail. I unplugged the connector for intake camshaft position and found the white plastic piece that locks the terminals in place was loose once I had disconnected the connector. pressed back in and reconnected and test drove and still no issues. Compared to exhaust camshaft position sensor and found the white piece stayed in place. Connector did fully lock, so I believe we should be okay and may have had just a poor connection. Thank you for your time."</p>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
User Public	<p>User Kelby Hausman</p> <p><input checked="" type="checkbox"/></p>	[REDACTED]	[REDACTED]
Comment	<p>Recommendation: Thank you for the case information.</p> <p>It is difficult to say where the oil came from in the photos.</p>	[REDACTED]	[REDACTED]

Let's clean the oil from the engine.
Inspect for a loose oil fill cap, dip stick unseated, etc.
Inspect for any connection concerns at the cam position sensor.
Test drive the vehicle and see if any concerns are returning.

User Survey Site Guest User
Public
Comment pic 1 is oil where fuel injector is mounted. pic 2 is purge control valve. pic 3 is oil under throttle body. pic 4 is oil under purge control valve.

User Survey Site Guest User
Public
Comment Customer Comments: Customer states vehicle has no power.
 Technician Findings: Test drove and found no issues. Visual inspection revealed oil to be sitting where fuel injectors are installed. Also found oil on purge solenoid, just below purge solenoid, and just next to throttle body. Pics included.
Code [REDACTED] stored as 1t in [REDACTED]
Cleared, test drove, following esm, found code did not return.
 Repairs Made: test drive/pull codes
 Verified: No
 Current DTC: [REDACTED]
 Question for TECH LINE: Have you seen this before?

Case History

[REDACTED]

User Kelby Hausman
Connection
Action Changed Status from Pending TECH LINE to Closed. Closed.

[REDACTED]

User Managed Services
Connection
Action Changed First Call Resolution from Yes to No. Changed Reopen Date to [REDACTED] Changed Status from Pending Dealer Reply to Pending TECH LINE.

[REDACTED]

User Kelby Hausman
Connection
Action Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

[REDACTED]

User Kelby Hausman
Connection
Action Changed Subject to ECM sets [REDACTED]

[REDACTED]

User Kelby Hausman
Connection
Action Changed Case Owner from TECH LINE Initial to Kelby Hausman.

[REDACTED]

User Survey Site Guest User
Connection
Action Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.

[REDACTED]

User	Survey Site Guest User
Connection	
Action	Changed Status from Open to Pending TECH LINE. Changed [REDACTED] to [REDACTED]. Created.

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